

DBHDS Provider Capacity and Competency Workgroup Charter
September 2019

Committee / Workgroup Name	Provider Capacity and Competency Workgroup
Statement of Purpose	<p>The Provider Capacity and Competency Workgroup is charged with responsibilities associated with collecting and analyzing reliable data related to the domains of access to services for people with developmental disabilities and provider capacity and competency.</p> <p>The Workgroup will:</p> <ul style="list-style-type: none"> • Establish at least one performance measure indicator (PMI) based on priorities for each domain • Determine priorities when establishing the performance measure indicators (PMIs) • Consider a variety of data sources for collecting data • Utilize evidenced based practices and national benchmarks whenever possible • Include baseline data when establishing PMIs if available and applicable • Define measures and the methodology for collecting data • Establish a target and timeline for achievement • Identify data and performance measures on a regional and state level • Measure performance across the Key Performance Area (KPA) • Analyze data and monitor for trends • Recommend quality improvement projects (QIPs) to the DBHDS Quality Improvement Committee (QIC) • Monitor progress of QIPs assigned to the workgroup and address concerns/barriers as needed • Evaluate the effectiveness of the QIP for its intended purpose • Report to DBHDS QIC for oversight and system-level monitoring
Authorization / Scope of Authority	<p>This workgroup has been authorized by the DBHDS Quality Improvement Committee (QIC). This workgroup's scope of authority includes identifying concerns/barriers in meeting the PMIs and implementing and/or recommending performance improvement initiatives. The subcommittee is to identify and address risks of harm, ensure the sufficiency, accessibility, and quality of services to meet individuals' needs in integrated setting and evaluate data to identify and respond to trends to ensure continuous quality improvement.</p>
Charter Review	<p>The Provider Capacity and Competency Workgroup charter will be reviewed and/or revised on an annual basis, or as needed, and submitted to the QIC for approval.</p>
DBHDS Quality Improvement Standards	<p>DBHDS is committed to a Culture of Quality that is characterized as:</p> <ul style="list-style-type: none"> • Supported by leadership • Person Centered • Led by staff who are continuously learning and empowered as change agents • Supported by an infrastructure that is sustainable and continuous

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	<ul style="list-style-type: none"> • Driven by data collection and analysis • Responsive to identified issues using corrective actions, remedies, and quality improvement projects as indicated
Model for Quality Improvement	<p>Determine the:</p> <ul style="list-style-type: none"> • Aim: What are we trying to accomplish? • Measure: How do we know that a change is an improvement? • Change: What change can we make that will result in improvement? <p>Implement the Plan/Do/Study/Act Cycle:</p> <ul style="list-style-type: none"> • Plan: Defines the objective, questions and predictions. Plan data collection to answer questions • Do: Carry out the plan. Collect data and begin analysis of the data. • Study: Complete the analysis of the data. Compare data to predictions. • Act: Plan the next cycle. Decide whether the change can be implemented.
Structure of Committee / Workgroup:	
Membership	<p>Director, Provider Development, or designee Director, Office of Licensing, or designee Director, Community Quality Improvement, or designee Director, Office of Human Rights, or designee Representative, Office of Waiver Operations Representative, Office of Data Quality and Visualization</p>
Meeting Frequency	Meetings shall be held at least quarterly but will be determined by the urgency of issues, on a schedule determined by the chair and members of the workgroup.
Quorum	A quorum is 50% plus one of voting membership.
Leadership and Responsibilities	<p>The chair will be responsible for ensuring the workgroup performs its functions.</p> <p>The standard operating procedures include:</p> <ul style="list-style-type: none"> - Development and annual review and update of the committee charter - Regular meetings to ensure continuity of purpose - Maintenance of reports and/or meeting minutes as necessary and pertinent to the workgroup's function - Analysis of PMIs to measure performance across the KPA - Quality improvement projects are consistent with Plan, Do, Study, Act model <p>All members have decision-making capability and voting status. Members shall be responsible for entering, reviewing, and analyzing data related to the PMI as assigned.</p>